

IN THE CLAIMS:

1. (Currently Amended) A method comprising:

providing an automated option via a first communication channel of a first type during a first communication with a server via the first communication channel, wherein the automated option comprises a link to be displayed on a web page;

receiving a second communication with the server via a second communication channel, the second communication comprising a speech or DTMF signal;

coordinating the first communication channel with the second communication channel, said coordinating including:

determining, after said receiving, that the second communication is related to the first communication; and

transmitting, via the second communication channel, a computer generated voice message that includes an instruction to select the link.

2. (Original) The method of claim 1 further comprising:

obtaining a first identifier for first data related to the first communication;

obtaining a second identifier for second data related to the second communication;

if the first identifier and the second identifier are the same,

using at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication.

3. (Original) The method of claim 2 wherein

at least one of the first data and the second data comprises a diagnostic code, and
the action comprises providing second information decoded from the diagnostic code.

4. (Original) The method of claim 3 wherein

the second information comprises at least one of
telemetry data, and
diagnostic information.

5. (Original) The method of claim 3 further comprising:

providing the second information for viewing.

6. (Original) The method of claim 2 wherein

the action comprises
providing third data obtained using at least one of the first identifier and the second
identifier.

7. (Original) The method of claim 2 wherein

the action comprises
providing a second automated option during at least one of the first communication and the
second communication.

8. (Original) The method of claim 2 wherein
the action comprises
providing a second automated suggestion to select a second automated option provided
during at least one of the first communication and the second communication.

Claims 9-10: Cancelled

11. (Original) The method of claim 2 wherein
the first data are unavailable via the second communication channel, and
the second data are unavailable via the first communication channel.

12. (Previously Presented) The method of claim 2 wherein
at least one of the first data and the second data comprises diagnostic information for a
problem with a computer system.

13. (Previously Presented) The method of claim 2 wherein
at least one of the first data and the second data comprises information for identifying a
computer system.

14. (Original) The method of claim 1 wherein
a first one of the first and second communication channels is a telephone channel; and
a second one of the first and second communication channels is a web channel.

Claims 15-17 (Cancelled)

18. (Original) The method of claim 1 further comprising:
gathering data related to a problem with a problem entity via at least one of the first communication channel and the second communication channel.

19. (Currently Amended) A system comprising:
first providing means for providing an automated option via a first communication channel of a first type during a first communication with a server via the first communication channel, wherein the automated option comprises a link to be displayed on a web page;
receiving means for receiving a second communication with the server via a second communication channel, the second communication comprising a speech or DTMF signal;

coordination means for coordinating the first communication channel with the second communication channel, said coordinating including:
determining means for determining after said receiving that the second communication is related to the first communication; and
transmitting means for transmitting, via the second communication channel, a computer generated voice that includes an instruction to select the link.

20. (Original) The system of claim 19 further comprising:

first obtaining means for obtaining a first identifier for first data related to the first communication;

second obtaining means for obtaining a second identifier for second data related to the second communication;

using means for using at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication if the first identifier and the second identifier are the same.

21. (Original) The system of claim 20 further comprising:

third providing means for providing second information decoded from a diagnostic code, wherein

at least one of the first data and the second data comprises the diagnostic code.

22. (Original) The system of claim 20 further comprising:

third providing means for providing third data obtained using at least one of the first identifier and the second identifier.

23. (Original) The system of claim 20 further comprising:

third providing means for providing a second automated option during at least one of the first communication and the second communication.

24. (Cancelled)

25. (Currently Amended) A system comprising:

a first module configured to provide an automated option via a first communication channel of a first type during a first communication with a server via the first communication channel, wherein the automated option comprises a link to be displayed on a web page;

a receiving module configured to receive a second communication with the server via a second communication channel, the second communication comprising a speech or DTMF;

a determining module configured to coordinate the first communication channel with the second communication channel, said coordinating including determining, determine after receiving the second communication, that the second communication is related to the first communication; and

a second module configured to transmit, via the second communication channel, a computer generated voice message that includes an instruction to select the link.

26. (Original) The system of claim 25 further comprising:

a first obtaining module configured to obtain a first identifier for first data related to the first communication;

a second obtaining module configured to obtain a second identifier for second data related to the second communication;

a using module configured to use at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication if the first identifier and the second identifier are the same.

27. (Original) The system of claim 26 further comprising:

a third providing module configured to provide second information decoded from a diagnostic code, wherein

at least one of the first data and the second data comprises the diagnostic code.

28. (Original) The system of claim 26 further comprising:

a third providing module configured to provide third data obtained using at least one of the first identifier and the second identifier.

Claims 29-30: Cancelled

31. (Currently Amended) A computer-readable medium that stores instructions, the instructions comprising:

first instructions configured to provide an automated option via a first communication channel of a first type during a first communication with a server via the first communication channel, wherein the automated option comprises a link to be displayed on a web page;

receiving instructions configured to accept a second communication with the server via a second communication channel, the second communication comprising a speech or DTMF signal; and

coordinating instructions configured to coordinate the first communication channel with the second communication channel, said coordinating instructions including:
determining instructions configured to determine, after said receiving instructions accept the second communication, that the second communication is related to the first communication; and

second instructions configured to provide, via the second communication channel, a computer generated voice message that includes an instruction to select the link.

32. (Previously Presented) The computer-readable medium of claim 31 wherein the instructions further comprise:

first obtaining instructions configured to obtain a first identifier for first data related to the first communication;

second obtaining instructions configured to obtain a second identifier for second data related to the second communication;

using instructions configured to use at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication if the first identifier and the second identifier are the same.

33. (Previously Presented) The computer-readable medium of claim 32 wherein the instructions further comprise:

third providing instructions configured to provide second information decoded from a diagnostic code, wherein

at least one of the first data and the second data comprises the diagnostic code.

34. (Previously Presented) The computer-readable medium of claim 32 wherein the instructions further comprise:

third providing instructions configured to provide third data obtained using at least one of the first identifier and the second identifier.

Claims 35-36: Cancelled

37. (Currently Amended) A computer system comprising:

a processor for executing instructions; and

a memory to store the instructions, wherein the instructions comprise

first instructions configured to provide an automated option via a first communication channel of a first type during a first communication with a server via the first communication channel, wherein the automated option comprises a link to be displayed on a web page;

receiving instructions configured to accept a second communication with the server via a second communication channel, the second communication comprising a speech or DTMF signal; and

coordinating instructions configured to coordinate the first communication channel with the second communication channel, said coordinating instructions including:

determining instructions configured to determine, after said receiving instructions accept the second communication, that the second communication is related to the first communication; and

second instructions configured to provide, via the second communication channel, a computer generated voice that includes an instruction to select the link.

38. (Original) The computer system of claim 37 wherein the instructions further comprise:

first obtaining instructions configured to obtain a first identifier for first data related to the first communication;

second obtaining instructions configured to obtain a second identifier for second data related to the second communication;

using instructions configured to use at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication if the first identifier and the second identifier are the same.

39. (Original) The computer system of claim 38 wherein the instructions further comprise:

third providing instructions configured to provide second information decoded from a diagnostic code, wherein

at least one of the first data and the second data comprises the diagnostic code.

40. (Original) The computer system of claim 38 wherein the instructions further comprise:

third providing instructions configured to provide third data obtained using at least one of the first identifier and the second identifier.

Claims 41-42: Cancelled

43. (New) The method of Claim 1, wherein selecting the link initiates a diagnostic test.

44. (New) The system of Claim 19, wherein selecting the link initiates a diagnostic test.

45. (New) The system of Claim 25, wherein selecting the link initiates a diagnostic test.

46. (New) The computer-readable medium of Claim 31, wherein selecting the link initiates a diagnostic test.

47. (New) The computer system of Claim 37, wherein selecting the link initiates a diagnostic test.

48. (New) The method of Claim 1, wherein said computer generated voice message is formed in response to said speech or DTMF signal.

49. (New) The system of Claim 19, wherein said computer generated voice message is formed in response to said speech or DTMF signal.

50. (New) The system of Claim 25, wherein said computer generated voice message is formed in response to said speech or DTMF signal.

51. (New) The computer-readable medium of Claim 31, wherein said computer generated voice message is formed in response to said speech or DTMF signal.

52. (New) The computer system of Claim 37, wherein said computer generated voice message is formed in response to said speech or DTMF signal.